

EAST HERTS COUNCIL

COMMUNITY SCRUTINY – 26 JANUARY 2010

REPORT BY THE DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

10. COMMUNITY SCRUTINY CORPORATE HEALTHCHECK – SEPTEMBER 2009 - NOVEMBER 2009

WARD (S) AFFECTED: All

Purpose/Summary of Report:

- To set out an exception report on the performance of the key indicators that relate to Community Scrutiny for the period September 2009 to November 2009.

<u>RECOMMENDATION FOR DECISION:</u>	
That Scrutiny:	
(A)	Performance be scrutinised and Executive be informed of any recommendations.

1.0 Background

1.1 This is a performance report relevant to the Community Scrutiny terms of reference covering the period from September 2009 to November 2009.

1.2 The report contains a breakdown of the following information by each Corporate Priority:

- An overview of performance, in particular where there have been issues and remedial actions taken during the period.
- The indicators where data is collected monthly, with performance

for November 2009 presented in detail (the most up to date available) with previous months summarised in a trend chart.




- The indicators where data is collected Quarterly with performance for Quarter 2 presented in detail (the most up to date data available).



1.3 All Councillors have access to Covalent (the councils performance management system), should they wish to interrogate the full range of performance indicators. The Performance Team is able to provide support and training on using the Covalent system if required.

1.4 Essential Reference Paper 'B' (page 10.6 – 10.17) shows the full set of performance indicators that are reported on a monthly and quarterly basis.

Essential Reference Paper 'C' (page 10.18) shows a comparative view of East Herts against most similar group relating to crime performance indicators.

The codes used in relation to performance indicator monitoring are as follows:

Status	
	This PI is 6% or more off target.
	This PI is 1-5% off target.
	This PI is on target.

Short Term Trends	
	The value of this PI has changed in the short term.
	The value of this PI has not changed in the short term.

2.0 Report – Indicators grouped by corporate priority

Promoting Prosperity and well-being, providing access and opportunities

Performance analysis

- 2.1 Performance in the following indicators were 'Green', which means that targets are either being met or exceeded between September 2009 to November 2009. They are;
- NI 156 - Number of households living in temporary accommodation.
 - EHPI 213 - Preventing Homelessness - number of households where homelessness prevented.
- 2.2 The national indicators below currently do not have any targets set, however the council is in discussion with the police to ensure that targets are set as soon as possible. Although there are currently no targets set, a database called iQuanta (an internet-based analysis tool which collates the Home Office data) is used as a comparative source for benchmarking East Herts against areas that are demographically similar (most similar group).
- 2.3 **NI 15 – Serious violent crime rate.** In November East Herts features 7th out of 15 when compared to other similar CDRPs with 0.067 crimes per 1000 head of population (See Essential Reference Paper C-1 (pages 10.18)).
- 2.4 **NI 16 - Serious acquisitive crime rate.** In November East Herts features just above the average when compared to other similar CDRPs with 2.261 crimes per 1000 head of population (See Essential Reference Paper C-2 (page 10.19)).
- 2.5 **NI 20 – Assault with injury crime rate.** In November East Herts is below the average for violence against a person - with injury with 0.888 crimes per 1000 head of population (See Essential Reference Paper C-3 (page 10.20)).

Please refer to Essential Reference Paper 'B_' (pages 10.6 – 10.17) for full details.

Fit for purpose

Performance analysis

- 2.6 **NI 181 - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events.** Performance is currently in 'Amber' for November 2009. Current performance is based on the period 13 October 2009 to 10 November 2009. Although slightly below target for this month the service has done well to recover from the large backlog of new claims made during May period. The estimated calculation of the cumulative position has improved to 11.88 days.
- 2.7 **NI 180 - The number of changes of circumstances which affect customers' HB/CTB entitlement within the year.** There is no data for this indicator in November 2009. Data for this indicator has been published on the Department for Work and Pensions (DWP) website, however data updates have ceased since September 2009. This is due to an issue with the system and data collection method DWP are using. DWP are working on identifying useful data that could be brought together, as well as possible alternatives to using administrative data. This work is ongoing however there is not yet a timetable for when the data or an alternative statistic might become available.

Please refer to Essential Reference Paper 'B' (pages 10.6 – 10.17) for full details.

Shaping now, shaping the future

Performance analysis

- 2.8 **NI 173 - Flows on to incapacity benefits from employment.** NI 173 uses data which records the moves from work to Incapacity Benefits (IB). However this type of data has not been issued since March 2009. This is due to complications associated with collection arising from the introduction of the Employment and Support Allowance (ESA), which replaced Incapacity Benefit and Income Support paid on the grounds of incapacity for new claims from 27 October 2008. Department for Work and Pensions are treating this issue as a priority. Data officials are working on identifying useful data that could be brought together, as well as possible alternatives to using administrative data (for example, the Labour Force Survey). This work is ongoing however there is not yet a timetable for when the data or

an alternative statistic might become available.

Please refer to Essential Reference Paper 'B' (pages 10.6 – 10.17) for full details.

Leading the way, working together

Performance analysis

2.9 The following Leisure indicators data is currently for information only and being piloted over 2009/10. Future targets for these and the suite of customer satisfaction indicators will be proposed in the Estimates and Targets report going to Corporate Business Scrutiny on 16 February 2010. Targets will be subject to member's approval.

- EHPI 2 - Net cost/subsidy per visit
- EHPI 3a - Usage: number of swims (under 16)
- EHPI 3b - Usage: number of swims (16 – under 60 year olds)
- EHPI 3c - Usage: number of swims (60 year old +)
- EHPI 4a - Usage: Gym (16 – under 60 year olds)
- EHPI 4b - Usage: Gym (60 + year olds)

Please refer to Essential Reference Paper 'B' (pages 10.6 – 10.17) for full details.

3.0 Implications/Consultation

3.1 Information on any corporate issues and consultation associated with this report can be found within Essential Reference Paper 'A' (Page 10.7).

Background Papers:

- February 2009 – May 2009 Community Scrutiny Corporate Healthcheck Appendix B - Complete list of Performance Indicator by Corporate Priority
- February 2009 – May 2009 Community Scrutiny Corporate Healthcheck Appendix C – report reading guidance notes
- February 2009 – May 2009 Community Scrutiny Corporate Healthcheck Appendix E – Performance indicator definitions

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In terms of performance issues

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ESSENTIAL REFERENCE PAPER 'A'

Contribution to the Council's Corporate Priorities/ Objectives:	<p>Promoting prosperity and well-being; providing access and opportunities <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p>Caring about what's built and where <i>Care for and improve our natural and built environment.</i></p> <p>Shaping now, shaping the future <i>Safeguard and enhance our unique mix of rural and urban communities, ensuring sustainable, economic and social opportunities including the continuation of effective development control and other measures.</i></p>
Consultation:	Performance monitoring discussions have taken place between, Chief Executive, Directors and Heads of Service.
Legal:	There are no legal implications.
Financial:	There are no financial implications.
Human Resource:	There are no Human Resource implications.
Risk Management:	There are no Risk implications.